



February 24, 2025

## ATTENTION: ALL DEALER PARTS & SERVICE MANAGERS

Kia America, Inc., pursuant to the National Traffic and Motor Vehicle Safety Act, is conducting a Safety Recall Campaign regarding the rear gear drive unit (GDU) on certain 2025 MY EV9 vehicles equipped with dual-motor e-AWD (All Wheel Drive), manufactured from October 11, 2024 through December 19, 2024 at a Kia assembly plant in the U.S.

The subject vehicles are equipped with a front and rear gear drive unit (GDU), each containing a drive motor that powers its respective axle. Due to a supplier welding error, the motor shaft inside the rear GDU may become damaged, resulting in reduced acceleration and drive power. Loss of drive power increases the risk of a crash. Vehicle owners may experience abnormal driveline noise and illumination of the "Check AWD/4WD" warning message.

All owners of the subject vehicles will be notified by first-class mail with instructions to bring their vehicles to a Kia dealer. Dealers will replace the rear GDU with a new one. This recall will be performed free of charge at no cost to the customer.

The Technical Service Bulletin that provides vehicle inspection and repair procedures, affected VIN production range, and warranty claim information will be posted on the Kia Global Information System (KGIS) at [www.kiatechinfo.com](http://www.kiatechinfo.com) during the week of **February 24, 2025**.

Enclosed you will find a copy of the owner notification letter and a Q&A Guide for recall questions, both of which describe the issue. Note that any vehicle owner who has already paid for related repairs can submit a request for reimbursement online via <https://customercare.kiausa.com>. Kia will mail notices to the affected vehicle owners beginning on **March 7, 2025**.

Also, please make certain the appropriate personnel in your dealership are familiar with the details of this recall to ensure proper responses to customer inquiries and requests to have the recall performed on their vehicles. This Safety Recall Campaign represents an opportunity for your service department to deliver an exceptional service experience (e.g., flexible service appointment process, car wash and vacuum and timely service).

**NHTSA ADVISORY:** It is a violation of Federal law for a dealer to deliver a new motor vehicle covered by this notification under a sale or lease until the defect is remedied.

**LEGAL PRIVACY LIABILITY NOTICE:** Pursuant to the terms of the Dealer Sales and Service Agreement and the Gramm-Leach-Bliley federal consumer privacy act, you are required to keep confidential any and all information and documents provided to you by Kia America, Inc. or generated by you in the conduct of carrying out work under that Agreement regarding Kia vehicle purchasers and owners, including but not limited to warranty claim information. Kia dealers may use such owner information for the sole purpose of conducting and performing this safety recall campaign, and for no other purpose.

If you have any questions, please contact your Kia District Parts and Service Manager.

Sincerely,

Kia Service Department  
Enclosures